

COMPLAINTS POLICY
POLICY AND PROCEDURE

1. INTRODUCTION

Kargo National (Pty) Ltd is an authorized financial services provider (“FSP”) in terms of the Financial Advisory and Intermediary Services Act (“FAIS”) and as such has a responsibility to conduct itself with integrity, fairness and dignity and act in an ethical manner in all its dealings with the public, customers and other industry participants.

With this Policy we seek to ensure that our customers are given the highest standard of service in resolving complaints.

Further, the FAIS General Code of Conduct (“the Code”) requires every FSP to maintain and manage an internal complaints resolution system and procedures to ensure resolutions of complaints.

The purpose of this Policy is to set out the parameters for managing any complaints, defined below, received from a client. It reflects Kargo National’s commitment to maintain and manage an internal complaints resolution system and procedures. Compliance with this Policy is to ensure that when a complaint is received that it is managed, recorded and responded to within the required regulatory timeline.

2. APPLICATION OF THIS POLICY

This Policy will apply in all instances where a complaint arises out of a financial service rendered by a representative or a Financial Services Provider in terms of FAIS.

3. WHAT IS A COMPLAINT UNDER FAIS?

- 3.1** A ‘complaint’ is a specific complaint relating to a financial service rendered by a financial services provider and in which it is alleged that the provider or its representative:
- 3.1.1** contravened a provision of FAIS and caused (or will cause) the complainant to suffer financial prejudice or damage;
 - 3.1.2** has wilfully or negligently rendered a service that has caused (or will cause) financial prejudice or damage; and/or
 - 3.1.3** has treated the complainant unfairly.

4. HOW TO LODGE A COMPLAINT

- 4.1** A complaint must be submitted in writing to Kargo National either by hand, post, fax or email.
- 4.2** Contact details are provided below.
- 4.3** As soon as a complaint is received, Kargo National will acknowledge receipt thereof in writing.
- 4.4** The complaint should contain sufficient detail and must include:
- 4.4.1 the name of the client and details of the client's account;
 - 4.4.2 the full name, ID number and contact details of the complainant as well as proof of authority to act on behalf of the client; and
 - 4.4.3 specific details about the nature of the complaint, which would include sufficient facts, dates and supporting documentation to enable Kargo National to deal with the complaint quickly and fairly.

5. HOW KARGO NATIONAL WILL MANAGE THE COMPLAINT

- 5.1** Kargo National will acknowledge receipt of your complaint in writing as soon as possible.
- 5.2** Kargo National will take steps to investigate the complaint and attempt to resolve the complaint within six weeks of receipt thereof.
- 5.3** Internal follow up procedures will be put in place to ensure avoidance of occurrences giving rise to such complaints and for improving our services.
- 5.4** In the event that the complaint cannot be resolved, Kargo National will advise the complainant in writing the reasons why the complaint could not be resolved and what further steps are available to the complainant.
- 5.5** Kargo National will keep records of all complaints for five years and maintain a complaints register.

6. REFERRAL TO THE OMBUDSMAN

- 6.1** If Kargo National has not resolved a complaint within 6 weeks, or where the complaint has been dismissed or where the client is not satisfied with the results of the investigation into the complaint, the client may, within 6 months, refer the complaint to the Ombudsman whose details is as follows:

FAIS Ombud

The Consumer Contact Division
Physical Address: Eastwood office Park
Lynnwood
Pretoria
Postal Address: PO Box 74571
Lynwood Ridge
0040
Telephone: 012 470 9080
Fax : 012 348 3447
E-mail: info@faisombud.co.za

7. EMPLOYEE OBLIGATIONS

In the event that you receive a complaint directly from a client, it is imperative you forward such complaint to the Complaints Manager.

8. HOW TO CONTACT KARGO NATIONAL (PTY) LTD

All complaints should be addressed to:

Head: Kargo National Complaints department
Complaints Manager Leigh Oliveira
Postal: PO Box 75100
Address: Gardenview
2017
Telephone: 086 115 2746
Fax : 086 636 5661
Email: leigh@kargo.co.za

9. ACCESS TO THIS POLICY

This Policy is available on the Kargo National Intranet or directly from any member of the Compliance Team.

Employees who breach the content or spirit of any policy and/or procedure could be subject to disciplinary action in terms of the Company's disciplinary code and procedures.

This policies and procedures shall be reviewed annually.

Employees who breach the content or spirit of any Company policy and/or procedure could be subject to disciplinary action in terms of the Company's disciplinary code and procedures amended from time to time.

This policies and procedures will be reviewed annually.